DSR470
Digital Receiver User Guide

MOTOROLA

This user guide is for use with DSR470 Digital Receivers

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General Instrument Corporation doing business as
Broadband Communications Sector of Motorola, Inc. (Motorola BCS)

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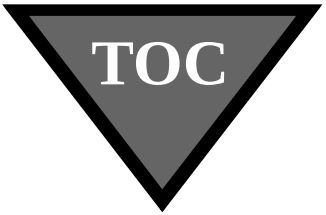
DSR470
Digital Receiver

User Guide

Motorola Broadband Communications Sector



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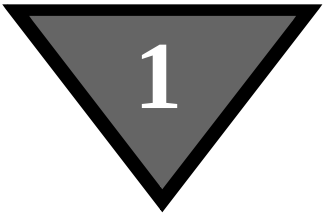
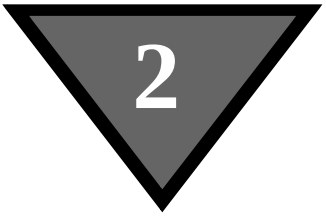


Welcome!

All around the world, people just like you are enjoying the ultimate in entertainment, educational, and informational programming with the DSR470 Digital Receiver. In addition to offering among the best available picture and sound quality, the receiver comes in several models. Depending upon which model you own, it may have slightly different features than the model shown in this guide. Differences include variations in the front and rear panels, available connections (modem, and type of audio connectors), pay-per-view programming, and remote control keys. So, don't be concerned if some instructions do not apply to your model.



Regulatory Information

Programming Copyright Notice

Use of this device may violate Section 605 of the Communications Act of 1934, as amended, if that use consists of the unauthorized interception and divulgence of radio communications for one's own benefit where there is no entitlement to its receipt.

Changes or modifications to this device not expressly approved by the party responsible for compliance with FCC regulations (the manufacturer) could void the user's authority to operate the equipment.

Resale of signals received from broadcast satellites is explicitly regulated. In any use or application involving resale or distribution, the user should verify compliance with current laws, regulations, and approved procedures for use. Where required, local and federal licensing or franchise authorization is the sole responsibility of the user.

Export of this device requires a valid export license issued by the U.S. Department of State, Office of Munitions Control.

FCC-Required Notification of Service

The Impulse Pay-Per-View system is designed to be used on standard device telephone lines. The Impulse Pay-Per-View connects to the telephone line by means of a standard jack called the USOC RJ11C. Connection to telephone company-provided coin service (central office implemented systems) is prohibited. Connection to party line service is subject to state tariffs.

Telephone Company Procedures

In order for your telephone company to provide service to you, it may occasionally be necessary for them to make changes in their equipment,

operations, or procedures. If these changes affect your service or the operation of your equipment, the telephone company should give you notice, in writing, to allow you to make any changes necessary to maintain uninterrupted service.

If you have any questions about your telephone line, such as how many pieces of equipment you can connect to it, your telephone company should provide this information upon request.

In certain circumstances, it may be necessary for your telephone company to request information from you concerning the equipment which you have connected to your telephone line. Upon request of your telephone company, provide the FCC registration number and the Ringer Equivalence Number (REN) of the equipment which is connected to your line; both of these items are listed on the equipment label. The sum of all the REN's on your telephone line should be less than five in order to assure proper service from your telephone company. In some cases, a sum of five may not be usable on a given line. NOTE: The REN for the Digital Entertainment Receiver with Impulse Pay-Per-View is 0.3B.

If Problems Arise

If any of your telephone equipment is not operating properly, you should immediately remove it from your telephone line, as it may cause harm to the telephone network. If your telephone company notes a problem, they may temporarily discontinue service. When practical, they will notify you in advance of this disconnection. If advance notice is not feasible, you should be notified as soon as possible. When you are notified, you should be given the opportunity to correct the problem and informed of your right to file a complaint with the FCC.

FCC Certified

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

FCC Part 68

This equipment complies with Part 68 of the FCC rules. Located on the equipment is a label that contains, among other information, the FCC registration number and Ringer Equivalence Number (REN). If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the REN's should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total REN's contact the telephone company to determine the maximum REN for the calling area.

This equipment cannot be used on the telephone company-provided coin service. Connection to party line service is subject to state tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify you as soon as possible. Also you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact:

Motorola Broadband Communications Sector
6450 Sequence Dr., San Diego, CA 92121
1-888-436-4678

If the trouble is causing harm to the telephone network, the telephone company may request you to remove the equipment from the network until the problem is resolved.

This equipment uses the following USOC jacks: RJ11C

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damaging the equipment caused by local lightening strikes and other electrical surges.

This equipment is Hearing-Aid Compatible (HAC).

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time that it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

User Instructions

If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and then on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and receiver.
- Connect the equipment into a different outlet so that the equipment and receiver are on different branch circuits.
- Consult a dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by Motorola BCS could void the user’s right to operate the equipment and/or the equipment warranty.

Equipment Attachment Limitations

Note: This product was FCC certified under test conditions that included the use of shielded I/O cables and connectors between system components. To comply with FCC regulations, the user must use shielded cables and connectors and install them properly.

CP-01, Part 1, Section 10.1 . "NOTICE: The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunication company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The standard connecting arrangement (telephone jack type) for this equipment is CA11A.

The Ringer Equivalence Number (REN) of this device is 0.3.

Operation Precautions

WARNING: To reduce the risk of fire or electric shock, do not expose this unit to rain or moisture. Do not open the unit. Refer servicing to qualified personnel only.

CAUTION: To prevent electric shock, do not use this (polarized) plug with an extension cord receptacle or other outlet unless the blades can be fully inserted to prevent blade exposure.

ATTENTION: Pour éviter les chocs électriques, ne pas utiliser cette fiche (polarisée) avec la prise d'une rallonge ou de tout autre prise de courant si les lames de la fiche ne peuvent être insérées á fond.

Lightning Flash Icon. The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of un-insulated "dangerous voltage" within the product's housing that may be strong enough to constitute a risk of electric shock to persons.

Exclamation Point Icon. The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

This digital apparatus does not exceed the Class A/Class B (whichever is applicable) limits for radio noise emissions from digital apparatus as set out in the Radio Interference Regulations of the Canadian Department of Communications.

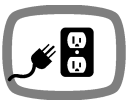
Important Safeguards

Read, Follow and Keep Instructions. Before you operate the unit, read and follow all safety and operating instructions. Keep the safety and operating instructions for future reference.

Heed Warning. Pay attention to all warnings on the equipment and in the operating instructions.

Cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth to clean the outside of the unit. Do not open the unit for cleaning or any other reason.

Power Cord Protection. Place power supply cords so that they are not walked on or pinched by items placed on or against them. Pay particular attention to the cords where they join the plug, near convenience receptacles, and where they exit from the equipment.



Power Sources/Grounding. Operate the equipment from the type of power source indicated on the marking label.

This product has a polarized alternating-current line plug as a safety feature. This plug fits into the power outlet only one way. If the plug does not fit, contact your electrician to replace your obsolete outlet. Do not try to change the plug or defeat its safety purpose.

Ventilation. Do not block or cover the slots and openings of the unit. They provide ventilation and protect it from overheating. Never place the unit on carpeting, which it may block ventilation through the bottom slots. Never place the unit near a source of heat or in a built-in installation rack unless there is proper ventilation.

Do Not Operate near Water. Do not use this product near water. For example; a bath tub, wash bowl, kitchen sink, swimming pool, laundry tub, in a wet basement, or in similar situations.

Objects or Liquid in the Unit. Never push any object into this unit through any of its openings because they may touch dangerous voltage points or short out the parts. This could cause a fire or an electrical shock. Do not spill liquid of any kind on the unit.

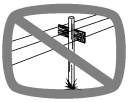
Overloading. Do not overload power outlets or extension cords. This can result in a risk of fire or electrical shock.

Damage Requiring Service. Unplug this equipment from the power source and contact a qualified service provider if any of the following situations occurs:

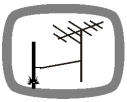
- If the power supply cord or plug is damaged.
- If liquid or objects have fallen into the unit.
- If the unit became wet from rain or water.
- If the unit was dropped or damaged.
- If the unit's performance changes.

Service. Do not try to service this product yourself. If you open or remove the cover, you may be exposed to dangerous voltage or other hazards and may void the unit's warranty. Contact a qualified service provider for all service.

Mounting and Placement. Do not place this product on an unstable surface such as a cart, stand, tripod, bracket, or table. It may fall, causing serious injury to a child, adult, or to the unit itself. To mount the unit, follow the manufacturer's instructions, and use a mounting accessory recommended by the manufacturer. Do not place this product directly on wood or simulated wood surfaces because these surfaces may be damaged.



Power Lines. Do not locate the antenna system near overhead power lines, electrical light or power circuits, or where it can fall into power lines or circuits. When installing an antenna system, avoid dangerous contact with power lines or circuits.



Outdoor Antenna Grounding. To provide some protection against voltage surges, lightning, and built-up static charges, make sure that the antenna is properly grounded.

Replacement Parts. If your receiver requires repairs, contact your equipment provider, who will be able to assist you.

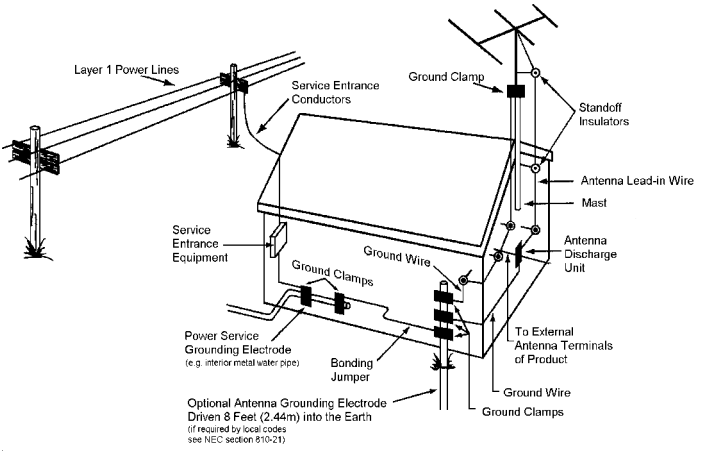
Safety Check. After the unit is serviced or repaired, ask the service technician to perform safety checks to find out if the unit is in proper operating condition.

Lightning. To protect the product from damage caused by lightning and power line surges, unplug it from the wall outlet and disconnect it from the antenna or cable system before a lightning storm or if the unit will be left unattended or unused for a long period of time. Once a storm passes, reconnect all antenna cables to the correct connectors. If you live in an area that has many lightning storms, buy polarized surge protectors and surge protectors for the power line, telephone line, and RF cable to protect your system from damage. Never attempt to connect or disconnect any wires during a thunderstorm or lightning storm.

Safeguard Instructions

1. For the ground wire, use No. 10 AWG (5.3mm2) copper, No. 8 AWG (8.4mm2) aluminum, No. 17 AWG (1.0mm2) copper-clad steel or bronze wire, or larger.
2. Secure the antenna lead-in wire and ground wires to the house with stand-off insulators spaced 4 ft. (1.22mm) to 6 ft. (1.83mm) apart.
3. Mount the antenna discharge unit as close as possible to the place where the lead-in enters the house.
4. Use a jumper wire that is no smaller than No. 6 AWG (13.3mm2) copper, or the equivalent, when using a separate antenna grounding electrode. See NEC Section 810-21(1).
5. In areas that are heavily prone to lightning storms install a lightning rod mounted to the top of the antenna on the back side. Install a ground strap (2 AWG, or larger, of copper wire) from the lightning rod to the rest of the antenna ground system.

6. Section 810 of the National Electrical Code, ANSI/ NFPA No. 70-1984, provides information about the following items:
    - Proper grounding of the mast and supporting structure.
    - Grounding of the lead-in wire to the antenna discharge unit.
    - Size of grounding conductors.
    - Location of antenna-discharge unit.
    - Connection to grounding electrodes.
    - Requirement for the grounding electrode.



Note to the system installer: The purpose of this reminder is to call your attention to Article 820-40 of the NEC that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building, as close to the point of cable entry as practical. The illustration is an example of antenna grounding according to the National Electrical Code Section 810, "Radio and Television Equipment." Check your local building and electrical codes for other restrictions on antenna grounding.

3

Using Your Remote

The receiver comes with a basic remote control unit that can be programmed to control both the receiver and/or the television.

A Word About Modes. To enable the remote control to operate your receiver, and your TV, it has two main modes of operation: CBL mode, and TV mode. This means that when you press the CBL or TV keys on the remote control, you enable it to control each of these devices, one at a time. Naturally, some of the remote control keys have more than one function, depending upon which mode you are using at the time. Keep this in mind as you read the descriptions for each remote control key. Also keep in mind, some CBL functions are available only within CBL mode. Among these special functions are access to the menus through the OPTIONS key and use of the Interactive Program Guide (IPG) through the GUIDE key.

Key Functions

Power. To turn the component on or off.

CBL(mode). To change the remote to Cable mode so it can control the receiver for viewing cable television signals as well as the OPTIONS menu.

TV(mode). To change the remote to TV mode so it can control the TV.

Source. To control the input source to your receiver, your TV, your VCR or your auxiliary components.

- In CBL mode, it shifts between the cable and antenna input.
- In TV mode, it shifts between auxiliary antenna and video sources.

Options. To exit any menu and display the Options menu.

Interests. To exit any menu and display the Interests menu. Press it again to remove the Interests menu and return to watching a program.

Browse. To view program information for channels and times other than the current channel and time while continuing to view a program. Press GO BACK to return to watching a program. Press ENTER to go to the program located in the Browse banner.

Guide. To display the Interactive Program Guide (IPG). Press it again to return to program viewing.

Go Back. To return to the previous menu.

Enter. For convenience, there are two ENTER keys. If you are using a menu, press ENTER to select a highlighted option. In CBL mode press ENTER to tune in the channel whose numbers you have already pressed.

Arrow Keys. To highlight selections from menu screens. Also used in the Browse banner to navigate between listings.

Exit. To exit any menu and watch a program or to display program information if you are already watching a program.

Future. To display a program banner for what's on in the future while you are watching a program.

Last Ch. To return to the last channel viewed.

Info. To display detailed information about the current program or a highlighted program in the Guide. Press it again to turn the information off.

Vol. To raise or lower the TV volume level.

Mute. To mute the TV sound.

Chan. To change the channel. If you are using a menu, press to change channels without removing the menu. If you are using the Guide, press to move one screen up or down.

Number Keys. These keys operate in different ways, depending upon which mode you are in:

- If you are using the menus, press these keys to select a numbered option.
- If you are watching a program, press these keys and ENTER to change channels. If the channel has three numbers, it will tune in immediately after you enter the third number.

Help. To display the help screens. Press it again to turn off the help screens and return to watching a program.

Programming the Remote Control

The remote control is set at the factory to control all of the receiver functions, but to use it to operate your TV, you must "program" it for the brand you own. Follow these instructions to program the remote to control your TV.

1. Turn on the TV for programming.
2. Use the table that appears later in this section to find the brand of TV.
3. After the manufacturer’s brand name is a three-digit code number (or several three-digit codes).
4. Press and hold the TV key on the remote control for at least three seconds or until the light on your remote flashes.
5. If the remote control "accepts" the code, you will see several rapid flashes of the light. If it does not flash, repeat steps 3 and 4. After the remote control accepts the code, press the POWER key on the remote control to make sure the remote control is able to turn your component off. This means it is functioning properly.
6. If your component does not respond to the remote control POWER key, even though it has "accepted" the manufacturer’s code, repeat steps 3 and 4 using the second three-digit code from the table. If this does not work, try the third code, etc., until the remote control accepts the code and your component responds to the remote control POWER key.

If Your Remote Control Cannot Find a Working Three-Digit Code in the Tables (Scanning)

If you try to program your remote control using the three-digit codes, and the remote control does not work correctly, you may be able to find a code that works by using the "scanning" process.

1. Turn on the TV.
2. Press the TV key for at least three seconds or until the LED blinks.
3. The following steps explain how to "scan" through the TV codes stored in your remote control using the ▲▼ keys. The LED will not be lit while the ▲▼ keys are pressed.
    - While pointing the remote control at your TV press the ▲ arrow key to scan upward to the next code. Use the ▼ arrow key to return to the previous code.
    - If the transmitted code is the correct one, your TV will turn off, responding as if its POWER key were pressed.
    - If your TV does not respond, press the ▲ arrow key to try the next code. When your TV turns on or off as a result of the transmitted code, you will know that you have found the correct code.
    - When you have found the correct code (power to your TV is toggled on or off), press the ENTER key. This will store the manufacturer's code. The LED will then flash rapidly several times and turn off.

NOTE: If your TV is not listed in the tables and/or the codes for your brand are not accepted by the remote, you will need to use the remote originally manufactured for your unit.

Programming the Master Power Feature

If you wish to control the power on/off function of your receiver and TV, and all connected equipment with a single press of the POWER key on your remote control, you can enable the remote control's Master Power feature by following these steps:

- Press the CBL key on the remote control for at least three seconds or until the light on the key blinks.
- Press the POWER key on the remote. The light will remain on steady. Press the power key a second time, and the light on the remote will blink on and off briefly, which indicates that the remote has accepted the Master Power command.

If you wish to cancel the Master Power feature, just repeat the steps outlined above.

Volume Control Crossover

Your remote control unit is programmed from the factory to control the volume of your television set when you are using the remote control in the CBL mode.

Verifying Your TV Mode Codes

You can verify the accepted programming codes for each mode by following these steps.

1. Press the TV key for at least three seconds or until the remote control unit LED blinks.
2. Press the "INFO" key.
3. The LED will blink, indicating the code of your TV, in the following sequence. For example, if your TV code is for a Tandy brand TV (code 105), the blink pattern will be:
   - Pause>long blink "1;"
   - Pause>short blink "0;"
   - Pause>long blink, long blink, long blink, long blink, long blink "5."

   A zero in the code will always be represented by a short blink.

If You Have More Than One Receiver

If you have more than one receiver, you may want to prevent the remote controls from affecting the other receivers. To prevent this kind of interference, you must "pair" each remote control with one receiver. In order to do this, you will have to assign a new "address" to each pair of remote controls and receivers so that each pair functions independently of the others. If you have two or more receivers see Chapter 4, for information about the procedure for changing addresses.

Replacing the Remote Control Batteries

When the remote control batteries are worn out (discharged), the remote will stop working. Replace the batteries as soon as possible to retain your programmed codes. Once you remove the batteries from the compartment, you must replace them within two hours to retain your programmable features. The remote control for this unit is powered by two AAA batteries. Use only high quality, non-corrosive batteries designed for use in electronic equipment. Replace both batteries at the same time. To replace the batteries:

- Remove the cover by pressing down the back panel indentation and removing the panel off the remote control.
- Position each battery in the battery compartment so that the flat base (-) is against the spring so that the raised contact (+) is against the terminal. Make sure the batteries are securely seated.
- Replace the cover.

"Remote Energy Saver"

If you misplace your remote (i.e., it is stuck in your couch), and a key is inadvertently pressed, the remote will automatically turn itself off after three minutes.

TV Codes

Admiral 018,090,125
A-Mark. 120,224,225
Aiwa 090,251
Akai 000,032,070,149,172
Amstrad 033
Anam 005,009,021,041,120,121
Anam National 211
AOC 005,006,019,020,120,140,163,173
Archer. 120
ASA 047

Audio Dynamics. 234
Audiovox 120
Bell & Howell 018
Broksonic 005,144,172,173,174,219,226
Candle 006,022,023,025,163,213
Capehar t019
Centurion 192,194
Citizen 006,016, 018,022,023,024,025,026,144, 163,202,213,224
Concerto 005,023,213
Contec 041,091,185,227
Coronado 224,225
Craig 021,041
Crown 026
Curtis Mathes 006,016,018,026,059,125,163,172,192,194,202,224,231
CXC 041
Daewoo 005,024,026,029, 030,031,032,130,172,214,215,224,233,252
Daytron 026,192,194,224
DBX 234
Dimensia 125
Dumont 047
Electrohome 026,149,224
Emerson 017,023,026,028,033,034,035,037,038,039,041,122,141,143,
. . . . . 144,172,176,187,203,204,205, 219,222,223,224,225,226,227,251,253
Envision 163
Fisher 042,090,099,216,217
Fujitsu 034,187
Funai 034,041,187,251
Futuretech 041
GE 003,008,009,023,043,044,125,130, 134,147,172,195,206,207,211,228,231
Goldstar 005,023,026,045,046,088,172,173,194, 213,223,224,225,230,234,254
Grundig 047
Hallmark 023
Harmon Kardon 234
Hinari 034,187
Hitachi 018,023,026,048,049,050,051,052,053
. 054,055,116,126,142,172,185,213,224,225,231,251
Infinity 010,066,151
JBL 010,066,151
JCPenny 003,005,006,014,016,026,043,044,096
. 125,134,163,172,194,206,207,223,224,231,232,234
Jensen 056
JVC 057,058,059,060,186,234
Kawasho 061
Kenwood 006,251
Kloss 022,110
KMC 224,225
KTV 026,039,041,172,224,225
Lloytron 224
Lodgenet 018
Logik 018
Luxman 023,213
LXI 003,010,066,090,117,125,129,131,134,172,173,194,223,251,254
Magnavox 000,006,008,010,017,020,025,027,028,066,067,068,110,144,151
. 154,163,164,167,172,173,175,192,194,218,224,225,231,251
Majestic 018
Marantz 006,010,066,068,088,149,163,172,234
Marta 223
Matsui 032,109
Memorex 018,032,090,223,232,251
MGA 004,005,006,023,034,071,072,149,163,172,187,192,194

Mitsubishi. 004,005,023,034,070,071,072,122,123,149,172,173,187,192,194
MTC 005,006,016,023,031,163,202,213
NAD 002,117
NEC 005,006,007,023,028,090,144,163,172,173,191,192, 194,213
National 011,151,190,195,196,211
Nikkai. 113,118
Onwa 041
Optimus 232
Optonica. 129
Orion 219,226
Osume 091
Panasonic 008,009,010,011,012,066,151,195,196,211,231,232
Philco 005,006,025,067,068,110,151,163,172,218,224,225,251
Philips. 005,010,025,027,066,068,088,146,151
. 163,164,218,220,223,225,251
Pioneer 002,008,048,051,076
Portland 005,026,172,224,225
Proscan. 125,147,172
Proton. 006,013,019,023,026,172,224
Pulsar 001
Quasar 008,009,195,211,231,232
Radio Shack 026,041,112,141,173,194,224,229,230,232
RCA 003,005,008,014,048,078,079,080,082,084,085
. 086,087,125,130,134,147,172,210,231,251
Realistic 035,041,090,141,194,222,223,224,229,251
SAA 145
Saba 051,116,142
Saisho. 032,033,109
Sampo. 006,019,163,192,194
Samsung. 005,006,016,023,026,032,088,112,163,172
. 173,192,194,202,213,221,224,225,229,233
Sansui. 219
Sanyo 042,089,090,091,092,109,194,216,217
Scott 026,034,037,041,093,173,187,192,194,224,233
Sears. 003,023,034,042,090,096,098,099,101,102,104,117
. 125,131,134,151,187,194,202,216,217,223,224,225
Sharp 026,091,129,141,200,224,225
Signature 018,251
Sony 000,109,119,122
Soundesign. 023,025,041,172,251
Spectricon. 120
SSS. 005,041
Supra 022,023
Sylvania 006,010,025,066,068,110,112,151,163,172
. 173,192,194,229,251
Symphonic 132,179,251
Tandy 112,113,129,251
Tatung. 009,211
Teac 251
Technics 008,032
Techwood 023,213
Teknika. 004,005,016,018,022,023,024,025,026,034
. 041,072,114,149,151,187,202,213,223,224,225,251
Telerent. 018,224
Teletech 032
Thomson. 051,116,142
TMK. 023,172,213
Toshiba. 016,017,047,090,096,117,118,131,180
. 201,202,216,233
Totevision. 026,223,224

Universal 043,044,206,207
Vector Research 006,234
Victor 057
Video Concepts 070,234,251
Vidtech 005,023,172,173
Viking 022
Wards 005,006,018,023,034,043,044,067,068
. 119,125,141,151,163,172,173,187,192,194,206,207,224,251
Westinghouse 090
Yamaha 005,006,234,251
Yorx 192,194
Zenith 001,018,178,219,223,251
Zonda 120

4

Installation

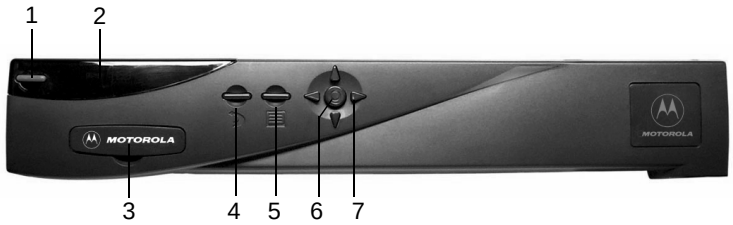
Connecting the Cable, Receiver, and TV

Complete the following steps and make sure that the receiver is not plugged into a power source before you connect any cables to the receiver:

- Connect the cable from the cable TV outlet on the wall to the cable terminal on the digital receiver's back panel. Connect the supplied coaxial cable to VHF IN terminal on your TV and to the Out to TV connector on the receiver.
- On the back panel of the receiver, set the CH3 CH4 switch, which is located just above the TV terminal, to the same channel that you set on your TV for use with your VCR.
- Turn on the TV and tune it to channel 3 or 4 to match the position of the switch on the back panel of the receiver.
- Plug the receiver power cord into a standard power outlet. Wait one minute, then press the POWER key (green) on the left side of the receiver's front panel.

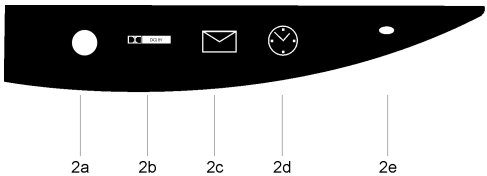
Front Panel Descriptions

Most viewers find it more convenient to use the keys on the remote control rather than the keys on the front panel of the receiver. But even though there are far fewer keys on the receiver, they still allow you to control most receiver functions.



1. Power. Press this key to turn the receiver power on/off and to watch programs in CBL mode.

2. Front Panel Display. This area displays the current channel number while you are viewing programs. An indicator flashes each time you press a remote control key.



2a. Signal. An indicator lights up when a digital signal is present. Green indicates a good signal. Red indicates the unit is not receiving any signal.

2b. Dolby® Digital. This indicator lights up when the unit is receiving a signal using Dolby® AC-3® Digital encoding.

2c. Mail. This indicator lights up if you have an unread message in the mailbox.

2d. Timer. A steady light indicates the timer system is set. The indicator flashes when the timer system is within two minutes of being activated or if it is active.

2e. Remote. An indicator dot blinks each time you press a key on the remote control.

3. TVPass® Card. In the event of certain types of data security problems, your service provider may decide to utilize an authorization feature called TVPass card. This plastic card (smaller than a credit card) fits into a slot on the lower left corner of the front panel.

4. Go Back. Press this key to return to a previous menu or the last channel viewed.

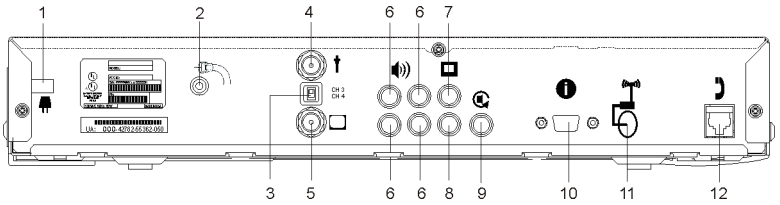
5. Menu. Press this key to display the Menu screen. Press it again to turn off the Menu and return to CBL mode. Press this key to control the receiver if you cannot find your remote control.

6. Enter. Press this key to select a highlighted menu option.

7. Arrow Keys. Press these keys to highlight selections from menu screens. The ▲▼ keys are also used to change the channel or to move up and down on the menu screen. Use the ◀ ▶ keys to move right or left on the menu sceen.

Back Panel Connections

The following back panel descriptions are for reference only. Check with your dealer and/or system installer for specific details.



1. Power. The power cord is attached here.

2. Cable In. This connects your cable TV service to your system.

3. CH3 CH4. This switch determines the channel (3 or 4) to which you set your TV to receive broadcasts. The settings should be the same as the TV setting for use with your VCR (usually channel 3). Your installer should discuss this with you.

4. Antenna In. This is an off-air antenna terminal.

5. Out To TV. This supplies the VHF signal to your TV.

6. Audio Out (L & R). These are audio outputs that may be used to connect your TV and VCR.

7. To TV. This is a standard video output terminal.

8. To VCR. This video output jack may be connected to your VCR input connections for VCR taping.

9. Dolby Digital. If your entertainment center is enabled for Dolby Digital AC-3 Version 5.1 (six channel) surround sound, connect one end of the cable to this port and the other end of the cable to your surround sound processor.

10. Multimedia Port (MMAP). The Multi Media Access Port is designed to connect to the HDD200 High Definition Decoder. To receive HDTV signals you will need a special HDTV monitor capable of displaying a 1080i television image and the HDD200 decoder. You MUST use the HDD200 decoder, you cannot connect the MMAP directly to any monitor or computer. Please contact your local dealer for more information about the HDD200 decoder.

11. UHF Remote. This is the connection for the remote control antenna. This is an optional upgrade and is available through your distributor.

16. To Phone Jack. This is a telephone jack connection for IPPV (Instant Pay-Per-View) which allows you to automatically order PPV movies on screen rather than calling your cable operator manually.

Using the Menus

You will be making various adjustments to your receiver using the keys on the remote control or receiver.

If you use the keys on the remote control to control the menus, there are two ways to select a menu option:

- Press the ◀ ▶ keys or the ▲ ▼ keys to highlight the option you wish to

select. Press the ENTER key to select it.

- If the options are numbered, simply press the number key for an option.

You may use the remote control, but if you use the keys on the front panel of the receiver, there is only one way to select a menu option.

- Press the MENU key to first display the Menu screen. Then press the ◀ ▶ keys or the ▲ ▼ keys to highlight an option. Then press the ENTER key to select the highlighted option.

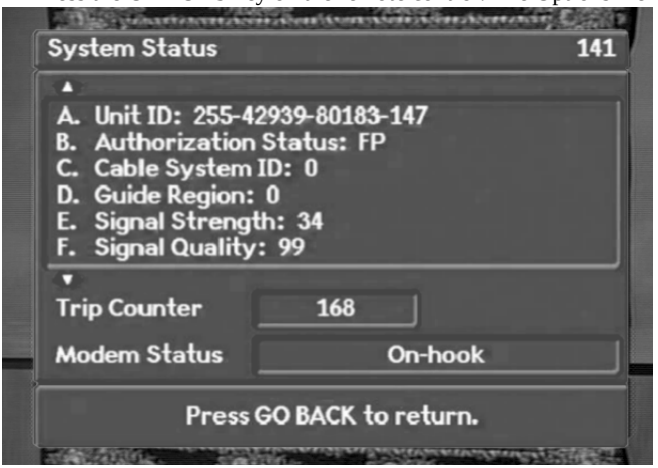
Choosing the Menu Language

To make sure that the menus are displayed in the appropriate language for you, complete the following steps:

- While your receiver is turned on, aim the remote control at the receiver and press the OPTIONS key. The Options menu will appear.
- From the Options menu, select option 6 (Change System Settings), and the System Settings menu will appear.
- Select option 1 (Change Viewing and Language Settings), and the Viewing & Language Settings menu will appear.
- Option 3 shows you the language options available for the menus. Press the ▲ ▼ keys on the remote to select your language.
- Once you have chosen a language, press the GO BACK key until you return to the Options menu or press the EXIT key to exit and return to watching programs.

Authorizing Your Receiver

- Press the EXIT key on the remote control. Then press the number keys for the authorization channel.
- Press the OPTIONS key on the remote control. The Options menu will appear.



- From the Options menu, select option 6 (Change System Settings), and the System Settings menu will appear.
- Select option 4 (Check System Status), and the System Status menu will appear. Line A shows your Unit ID number.
- Telephone the company that provides your programming subscription, and ask to authorize your unit.
- When your receiver has received the authorization message, the Trip Counter on the Installation Settings menu will advance.

Completing the Receiver Connections to Your Entertainment System

You will need to make changes to connect your VCR.

- Connect the top/left TV terminal on the back panel of the receiver to the IN terminal on the VCR. If you had already connected this cable to your TV you must disconnect and connect it to your VCR.
- Connect the OUT terminal(s) on the VCR to the VHF IN terminal(s) on the TV.

Connections to Audio/Video Monitor

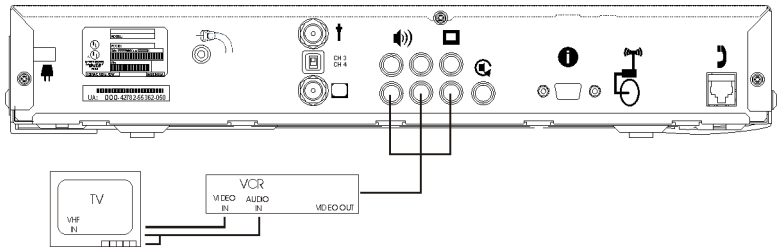
Complete the following steps if you only plan to connect the receiver to an audio/video monitor:

- Using standard RCA-type audio/video cables, connect the top/left TV (VIDEO output) terminal on the rear panel of the receiver to the video input terminal on the monitor (or TV using the baseband inputs).
- Using standard RCA-type audio/video cables, connect the two bottom/left speaker (R and L) terminals on the back panel of the receiver to the audio input terminals on the monitor (or TV using the baseband inputs).

Connections to Audio/Video Monitor and VCR

Complete the following steps if you plan to connect the receiver to an audio/video monitor and VCR:

- Using standard RCA-type audio/video cables, connect the top/right TV (VIDEO output) terminal on the rear panel of the receiver to the video input terminal on the VCR.
- Using standard RCA-type audio/video cables, connect the two bottom/right speaker icon (R and L) terminals on the Rear Panel of the receiver to the audio input terminals on the VCR.



- Using standard RCA-type audio/video cables, connect the audio and video inputs on the audio/video monitor (or TV using baseband audio/video inputs) to the outputs on the VCR.
- If your entertainment center is enabled for Dolby Digital AC-3 Version 5.1 (six channel) surround sound, connect this port to one end of the orange RCA cable and the other end of the orange RCA cable to your surround sound processor.

After you complete the installation procedures, you may wish to use the on-screen menus to make adjustments to the receiver's operation.

Additional Features

Options. The Options menu provides access to all of the on-screen menus. It appears when you press the OPTIONS key on the remote control or when you press the MENU key on the receiver followed by selecting OPTIONS from the main Menu.

System Settings. The System Settings menu provides access to menus which allow you to adjust the operation of your system.

Viewing and Language Settings

The Channel Information option allows you to turn the header (top of screen) and banner (bottom of screen) On or Off. The default setting is On.

Subtitles. The Subtitles option allows you to select the language for subtitles (if available for the particular program) or keep them turned off. The default setting is None.

Language. The Language option allows you to select the language of the on-screen menus and audio for your programs. The default setting is English.

TV Viewing. The TV Viewing option allows you to select the size of the viewing area. Select the Standard option if your TV screen is a typical screen with a 4:3 ratio of width to height. Select Wide if your TV screen is a wide screen with a 16:9 ratio (as in HDTV's or digital TV's). The default setting is Standard.

Audio Settings

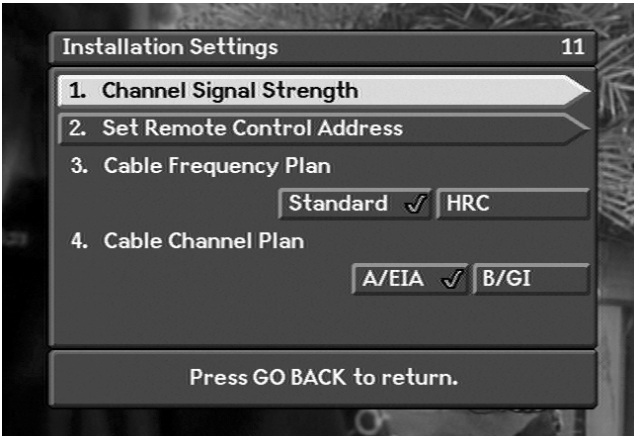
If you are in CBL mode (digital) broadcast, three options appear on the Audio Settings menu.

1. Audio Connections. Select option 1 (Audio Connections), and you will be able to select either TV or HiFi (the default is TV). Select TV if the receiver's AUDIO OUT port is connected to your TV. Select HiFi if it is connected to your stereo system.

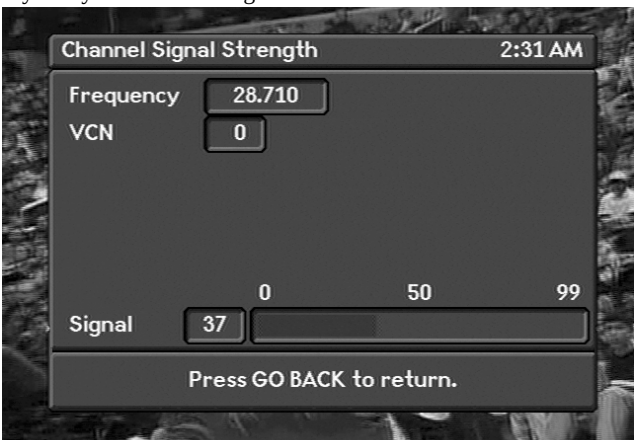
2. Digital Audio. Select option 2 and then select Mono, Stereo, Surround or Dolby Digital (the default is Surround). The Dolby Digital selection will disable other audio ports.

3. Cable Audio. Select Mono, Stereo or SAP (Secondary Audio Program) for your analog cable TV programming (channel numbers normally under 100). The default is Stereo.

Installation Settings



Channel Signal Strength. This option allows you to see the strength of the signal your system is receiving.



Set Remote Control Address. This option allows you to control up to four receivers in a centralized area, with one or more remote controls. Each receiver requires a separate address. The default address is 000.
On the front panel of your receiver, press the Menu button to bring up the Menu screen.

- Choose Options.
- Choose option 6 (Change System Settings).

- Choose option 3 (Installation Settings).
- On the Installation Settings menu, choose option 2 (Set Remote Control Address). Now follow the instructions on the Remote Control Address screen.

Remote Control Address
3:42 PM
Current Address
000
A. Press and hold the CBL key on your Remote Control. The light should flash.
B. Enter three numbers for your new address. The light on the Remote Control should flash rapidly. If it does not, check your user manual.
C. Press ENTER to confirm new address.
Confirm New Address
Press GO BACK to return.

- If you have four receivers, you will have to change the addresses on three of them: they will have addresses of 000, 001, 002, and 003.

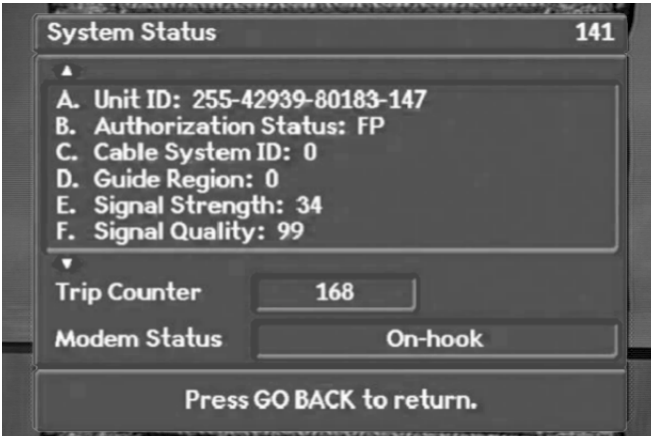
To program your remote control for each receiver, hold down the CBL key on the remote control until the light flashes. Once the light begins to flash, enter the desired address.

Cable Frequency Plan. This option allows you to select the appropriate frequency plan for a network—Standard or HRC.

Cable Channel Plan. This option allows you to select the appropriate frequency plan for the given network. Selection A is the EAI channel plan, and selection B is the General Instrument/Motorola BCS channel plan.

System Status

This is a view-only screen that displays information about the status of the receiver.



Trip Counter. Trip Counter displays the number of message updates from your service provider.

Modem Status. Displays messages that describe the current modem status.

Authorization Screens

Sometimes when you tune to a program, an Authorization screen will appear. It will fade to black after a short time, but if you press the VIEW key it will re-appear. The Authorization screen may appear if:

- The channel or program is locked out.
- The receiver is not authorized.
- A subscription is required.
- There is a program blackout.
- You need to insert a TVPass card.

Watching TV

Once you become accustomed to the various controls and features, you will spend most of your television viewing time enjoying the programs made available through the receiver. *The features described in this section will be available to you when the remote control is set to CBL mode— in other words, when you have pressed the CBL key and are viewing various programs.*

How to Select Menu Options

As you use the many menus, you will be asked to select various options. When you see the word *select*, it is important that you understand what to do—whether you use the remote control or the keys on the Front Panel of the receiver:

If you use the remote control, there are two ways to select a menu option:

1. Press the ◀ ▶ keys or the ▲▼ keys to highlight an option. Then press the ENTER key to select it.

2. If the options are numbered, simply press the number key for an option. You do not have to press the ENTER key.

If you use the Front Panel of the receiver, there is only one way to select a menu option. Press the ◀ ▶ keys or the ▲▼ keys to first highlight an option. Then press the ENTER key to select the highlighted option.

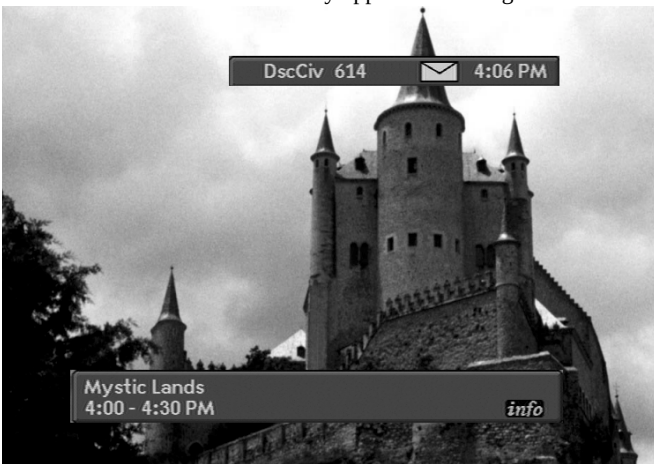
Headers

Your viewing screen displays a variety of information about the programs you are viewing or plan to view. When you tune in a channel, a header appears at the top of the screen. It displays the following information from left to right:

- Interests—Until you identify your viewing interests (covered later in this *User Guide*), nothing appears on the left side of the header. After you select an interest such as Movies, Sports, Pay-Per-View, or Music/Radio, the name of

the interest you have selected will appear on the left side of the header.

- Channel name—NBC-W, BRAVO, HISTORY, etc.
- Channel number—A number from 1 to 999.
- Message—An envelope icon appears if a message is waiting for you.
- Time—The current time automatically appears on the right side of the header.



Banners

Program banners appear at the bottom of the screen:

On Now banner—When you tune in a channel, this banner displays the current program title, start and end times, and rating icon. Press EXIT to remove the banner.

While you are viewing a channel, if you press the FUTURE key, the Browse Banner displays the next program's title, start and end times, and ratings icon. Press EXIT to remove the banner.

Info Banner

To obtain detailed information about the current program, press the INFO key.

To obtain detailed program information about the next program on a selected channel, press the INFO key and then press the FUTURE key or the ▶ key. If the On Next banner is already displayed at the bottom of your screen, just press the INFO key to display more detailed information about the next program. Press the ◀ key to return to the information display for the current program.

Browse Banner

Browse is used to view current program information while viewing a program. Browse is also used to view information for channels and times other than the current channel and time. Press GO BACK to return to watching a program. Press ENTER to change channels to the program located in the Browse banner or set timers for future programs.

- Press GO BACK to return to watching a program.
- Press FUTURE to go to a different day and/or time.
- Press the ▲▼ keys to scroll through the channels.
- Press the ◀ ▶ keys to scroll through the next or previous program.
- Press ENTER to change channels to the program located in the Browse banner.
- While in Browse, press the INFO key to obtain more detailed information about the program displayed.

Authorization Screens

Sometimes when you tune to a program, an Authorization screen will appear. It will fade to black after a short time, it will reappear when:

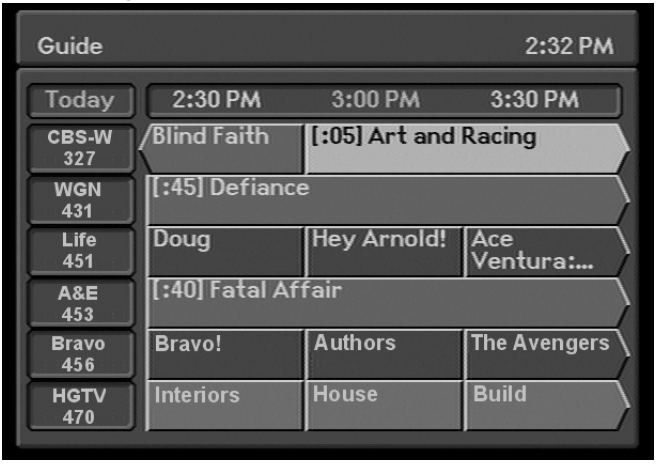
- The channel or program is locked out because of your parental control setting, which requires you to enter a password. (If you have not set a password, just press the ENTER key.)
- The receiver is not authorized.
- A subscription is required to receive the program.
- There is a program blackout in your area.

- There is a technical problem.
- You need to insert a TVPass® card, or there are problems with your current TVPass card.

6

Interactive Program Guide (IPG)

The Interactive Program Guide (IPG) provides access to current and future program information while you watch TV. It displays a 90-minute block of scheduled programs, and can be used as a starting point for purchasing IPPV programs and settings timers.



How to Display the Guide

- Press the GUIDE key once. (displays 6 channels at once).
- Press the GUIDE key a second time or press the EXIT key to return to watching TV programs.
- Press the GO BACK key to return to the menu last viewed (or return to watching TV).

How to Use the Guide

- Press the ▲▼ keys to display different channels.
- Press the ◀ ▶ keys to scroll backward and forward by half-hour increments.
- Enter a particular channel number to display that channel at the top of the screen.
- Press the ENTER key to tune to a current program that is highlighted. If you press the ENTER key on a future program, a detailed program information banner appears (discussed later in this section).
- Press the INFO key to display more detailed information.
- Press the CHANNEL + and – keys to page up and down through the Guide.

Guide Screen

The header (top of screen) displays the current Interests menu setting (sports, movies, etc.) on the left side and the time on the right. The line below the header displays the day of the program information being viewed. The rest of the screen displays the channel names and numbers on the left and the program names on the right. The Guide screen displays 6 programs at a time.

How to Display a Future Day and Time on the Guide

You can always scroll ahead with the Guide, but if you want to immediately look at program offerings for another day or a specific time, you can jump ahead without scrolling. To jump to a specific day and time:

- Display the Options menu (press the OPTIONS key on the remote control).
- Select option 2 (Guide & Favorites). The Guide & Favorites menu appears.
- Select option 1 (Set a Future Day & Time for the Guide). A Choose Day menu appears.
- Select which day of the Guide you would like to display. A Choose Time menu will appear.
- Select the time of day for the Guide programming you would like to view. Short Cut: Press the FUTURE key after pressing GUIDE. You can go directly to the Choose Day menu.

Press the GUIDE key. The Guide will return to displaying the current day and time. If you press the GO BACK key, you will return to the previous screen or the program you were watching.

How to View the Guide by Interests

You can also focus the Guide display to a list of your favorite channels or to special programming interests (such as Sports or Movies). To select an interest:

- Press the INTERESTS key. The Interests menu will appear.
- Highlight one of the listed choices and press the ENTER key.
- The Guide will appear and display only programs that pertain to the interest (such as Sports) that you have selected. For example, if you have selected a list of favorite channels (Favorites A, B, C or D), the Guide will display only the list of favorite channels you have selected. (Refer to the section entitled "Setting Favorite Channels" to select the channels you want to include in your Favorites list.)
- Future interest programming by day and time can be viewed by pressing the FUTURE key on the remote while in GUIDE.

Detailed Program Information

Press the INFO key to display a program information banner that has a detailed description of the program, ratings, purchasing information, and information icons.

Setting a Timer for a Future Program

Using the Guide, you can set a timer to automatically display a program at a future time and date. If you are viewing a programming list for a future date or time on the Guide, press the ENTER key or the INFO key while a program is highlighted to display the detailed program information banner. This banner includes a Timer button. Select the Timer button by pressing the ENTER key to display a Confirm

Timer screen. Confirm the Timer by pressing the ENTER key again. You will return to the Guide and a Timer icon will appear in the lower right corner of the program cell. Press INFO again or press the GO BACK key to turn off the detailed information and return to the Guide. More information on timers is in the section entitled, "Options: Setting Timers."

Interests and Favorites

You have the choice to scan every channel when you "channel surf." But to help you locate channels and shows of specific interest to you, the receiver has an Interests menu that helps focus your channel surfing.

- By using the Interests menu, you can quickly locate programs according to a particular theme such as Movies, Pay-Per-View, Sports, Music/Radio, News/ Educaton or Network Series.
- You can also surf through four lists of favorite channels (Favorites A, B, C and D) and surf only the channels on these lists.

How to Display and Use the Interests Menu

- Press the INTERESTS key on the remote control. The Interests menu appears.
- To select an interest (for example, All Programs, Favorites A, B, C, D or Network Series, News/Education, Movies, Sports, Pay-Per-View, or Music/ Radio), highlight one of these options and press the ENTER key. The Guide will appear and display channels or programs that pertain to the interest you have selected. Remember that once you have selected one of the options (or interests) from the Interests menu:

  A. The information you see in the Guide will be limited to programming that matches the interest you have selected. If there is no programming which matches the interest, a message will appear notifying you of this.

  B. You will notice that while you are watching a program or channel, the left side of the header will display the interest you selected. If there is no programming matching the selected interest, a message will appear notifying you of this.
- Press the INTERESTS key again to display the Interests menu and change your selection.

1. All Programs. Each time you turn on the receiver, it automatically returns to the All Programs setting. When this option is selected, you will be able to scan for all programs while channel surfing or when you are using the Guide.

2. Favorites A, B, C, D. If you select Favorites A, B, C or D, you will be able to limit your channel surfing and the Guide information listings to channels that are listed in the Favorites A, B, C or D lists. If you have not yet made a list of favorite channels, a message will instruct you to do so.

3. Movies. If you select this interest, you will be able to channel surf exclusively for movies.

4. News/Education. If you select this interest, you will be able to channel surf exclusively for news/education programs.

5. Sports. If you select this interest, you will be able to channel surf exclusively for sports programs.

6. Music. If you select this interest, you will be able to channel surf exclusively for music/radio programs.

7. Network Series. If you select this interest, you will be able to channel surf exclusively for network series programs.

8. Pay-Per-View. If you select this interest, you will be able to channel surf exclusively for Pay-Per-Viw (PPV) programs.

8

Pay-Per-View Events

Purchasing Instant Pay-Per-View (IPPV) Events

With the DSR470 digital receiver, you have opportunities to purchase Pay-Per-View hit movies, concerts, live sporting events, or adult entertainment in CBL mode. You can make a purchase in two ways: (1) telephone ahead to the service provider to purchase a Pay-Per-View (PPV) program, or (2) use the Instant Pay-Per-View (IPPV) screens to purchase a program through your receiver. This section explains how to purchase IPPV events. The prices shown in these examples are purely for demonstration. Your receiver must be connected to a telephone jack for IPPV to operate.

How to Purchase an IPPV Event

- Tune to a channel that displays IPPV programs.
- Follow the instructions on the Purchase menu.

Free Preview Period. There is a free preview period at the beginning of an IPPV event when you can watch the program without purchasing it. You can purchase a program or cancel your purchase anytime during the free preview period.

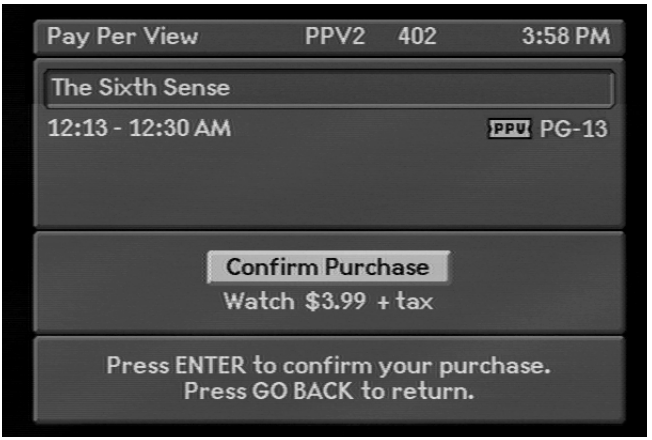
Passwords. You may be asked to enter your password before you can view the program. If you forget your password or the system does not accept it, you may have to call your service provider for assistance.

Videotaping Options. You may be unable to videotape some programs, or you may have the option of paying a higher price for the opportunity to tape the program on your VCR.

Purchase Screen

There are a variety of purchase screens, but most of them have the following elements:

- The header (top of screen) will have the screen name, viewing interest (if one is selected), channel name, channel number, an envelope (if you have an unread message), and the time.
- If the program is within the free preview period, video will appear in the middle of the screen.



- The screen will display the program name, the start and end times, icons, ratings, and the price of the program.

- There will be a purchase button, instructions to press the ENTER key, or instructions to call the program provider.
- Follow any additional instructions. For example, you may need to enter a password, or you may be unable to purchase a program for another reason.
- A confirmation screen will appear so that you can verify your purchase. You may be asked to enter a password and press the ENTER key.

How to Cancel a Purchase

You may only cancel a purchased program (that has been confirmed) during the free preview period.

- Press the FUTURE key. A cancel screen will appear. Press the ENTER key to cancel the purchase.
- You may also cancel a program by changing the channel during the free preview period.

Purchase the Next Program

You will be unable to purchase a program if you miss a significant portion of it, but you may be able to purchase the next program. After you purchase the next program, a countdown timer displays how much time remains before the program begins.

Purchase a Future Program

You can pre-purchase a program that starts hours or days ahead by using timers as explained in the section entitled "Options: Setting Timers".

Changes in Purchase Options

If a program provider changes the purchase options after you have pre-purchased a program using a timer, and if the change affects your purchase, your purchase will be canceled, and you must buy the program again.

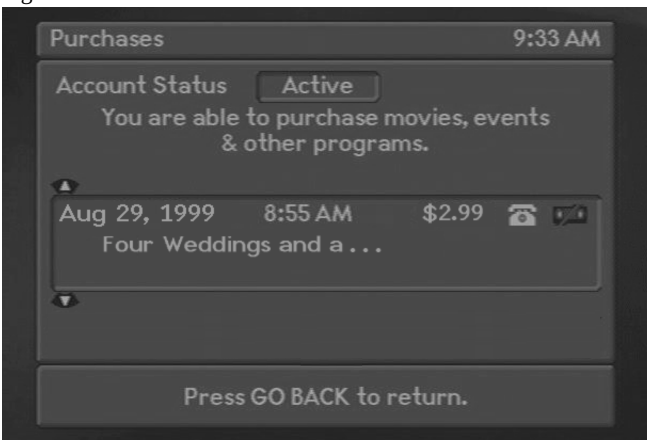
How to Purchase a Program While Viewing an IPPV Program

To purchase an IPPV program while you are viewing another IPPV program:

- Press the GUIDE key to display the GUIDE screen.
- Select the program you wish to purchase. If the selected show is currently on, the channel will switch to the selected program.
- Press the ENTER key, and a miniature Confirm Purchase screen will appear. Press the ENTER key to confirm your purchase.

How to Display Your Purchase History

The List Purchases option allows you to review a list of previously purchased IPPV programs.



- Display the Options menu (press the OPTIONS key on the remote control).
- Select option 5 (List Purchases). The Purchases menu will display a list of purchases. If it displays more than two programs, press the ▲▼ keys to scroll through them. Press the GO BACK key to exit this menu.

Purchase List

This list shows the date, time, cost, and name of each purchased program. The most recent purchase is at the top of the list. If you wish to display previous purchases, press the ▲▼ keys to scroll through the list. A telephone icon indicates that the purchase was reported to the service provider.

Account Status

If you are qualified to make IPPV purchases, the Account Status option will display the word "Active". If the word "Inactive" appears, you cannot purchase

IPPV programs. You will need to call your service provider to discuss your account if it is "Inactive".

Credit Message

Below the Account Status is a message that explains your credit status.

9

Options

How to Display and Use the Options Menu

The Options menu is your doorway to a series of menu screens that allow you to set up various features for program viewing. There is one procedure for displaying the Options menu if you are using the remote control, and there is another if you are using the keys on the Front Panel of the receiver.

If you are using the remote control, press the OPTIONS key. The Options menu will appear.

If you are using the front panel of the receiver, press the MENU key. When the Menu screen appears, press the ▲▼ keys to highlight Options, and then press the ENTER key. The Options menu will appear.

The following list will give you a broad overview of the menu options and the features they control.

1. Open Your Mail. This option lets you read personal, programming, or promotional messages. Look for the envelope icon on your viewing screen.

2. Set Guide & Favorites. This option allows you to select a future day and time for viewing IPG listings. It also allows you to create a list of favorite channels that can be used for selective channel surfing and to limit the programs displayed on the IPG to a particular group.

3. Set Parental Control (and Passwords). Parental Control features and passwords allow you to control the programs, channels, and subject matter that can be viewed with your receiver.

4. Set Timers. This option allows you to set a timer to view (or record) a program at a future time and day up to one year in advance.

5. List Purchases. This list shows the date, time, cost, and name of each purchased program.

6. Change System Settings. There are a variety of topics available through this menu option including language, audio, installation and system status settings. The Sleep Timer is also located under this option.

Opening Your Mail

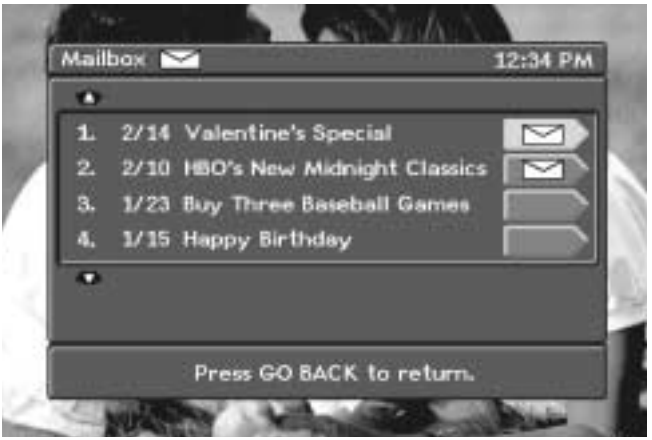
Your receiver is able to display a variety of messages that are sent to it. Some messages will be displayed on your screen as soon as they arrive, but others are stored in your mailbox for you to retrieve. If a message is waiting in your mailbox, the envelope icon will appear on your screen header while you are watching a program. This feature applies to viewing in CBL mode only.

How to Display the Mailbox Menu

- Press the OPTIONS key to display the Options Menu.
- Select option 1 (Open Your Mail). The Mailbox menu appears.

Mailbox Menu

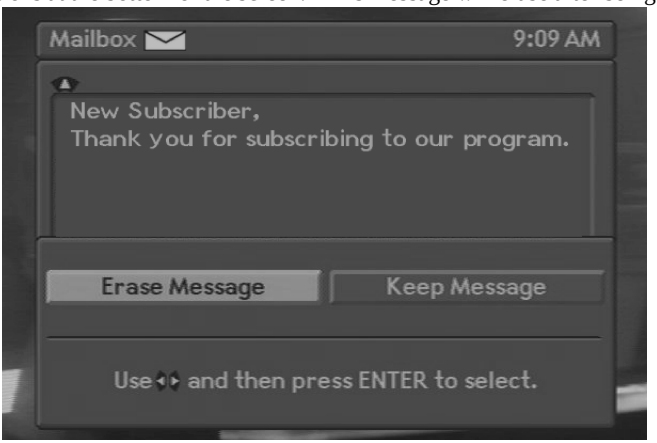
The Mailbox menu displays a list of numbered message titles, each with a date. If you wish to read the entire contents of a message, select the message (while the message is highlighted, press the ENTER key), and a message screen will appear within the Mailbox menu.


Mailbox
12:34 PM
1. 2/14 Valentine's Special
2. 2/10 HBO's New Midnight Classics
3. 1/23 Buy Three Baseball Games
4. 1/15 Happy Birthday
Press GO BACK to return.

Mailbox Message Screen

The Message screen contains the complete message. Once you read the message and wish to erase it, press either the ENTER key or the GO BACK key. An Erase Message prompt screen will appear. Some messages will be automatically erased

after you read them. Such messages will have the following statement in the instructions at the bottom of the screen: "This message will erase after being read."



Erase or Keep Message Screen

When the Erase Message prompt screen appears within the Mailbox menu, it allows you to select from two options.

- Select Erase Message to erase the message and return to the Message List menu.
- Select Keep Message to save the message and return to the Message List menu.

Setting a Future Day and Time for the Guide

If you want to immediately look at program offerings in the IPG for another day or a specific time:

- Display the Options menu (press the OPTIONS key on the remote control).
- Select option 2 (Guide & Favorites). The Guide & Favorites menu appears.
- Select option 1 (Set a Future Day & Time for the Guide). A choose Day menu appears.
- Select which day of the Guide you would like to display. A Choose Time menu will appear.
- Select the time of day for the Guide programming you would like to view.

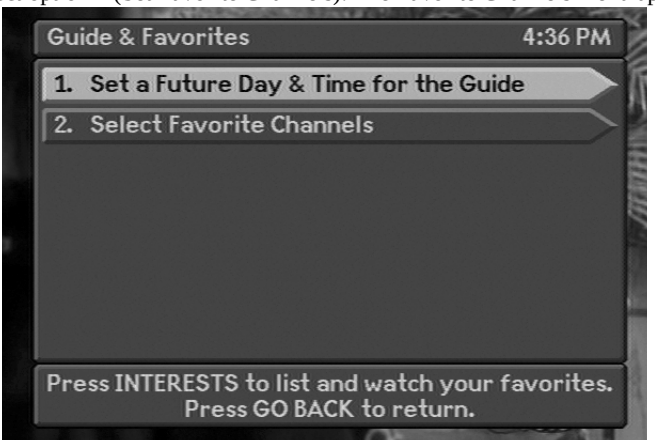
Refer to the section entitled "Guide (IPG)" for more information about using the IPG.

Setting Favorite Channels

With this option, you can create a list of favorite channels using the Favorite Channels menu. Once you create this list you will be able to focus your channel surfing and find programs more quickly.

How to Display the Favorite Channels Menu

- Display the Options menu.
- Select option 2 (Set Guide & Favorites). The Guide and Favorites menu appears.
- Select option 2 (Set Favorite Channels). The Favorite Channels menu appears.


Guide & Favorites
4:36 PM
1. Set a Future Day & Time for the Guide
2. Select Favorite Channels
Press INTERESTS to list and watch your favorites.
Press GO BACK to return.

Favorite Channels Menu

The Favorite Channels menu allows you to assign channels to each of four lists (refer to the section entitled, "Viewing Interests and Favorites"). The Favorite Channels menu displays options to set Favorite Channels A, B, C, or D. Press the ▲▼ keys and press ENTER or use the number keys to select which Favorite Channels list you would like to modify. When you select one of these options the corresponding Favorites screen will appear, i.e. Favorites A. Each of the Favorites menus displays a list showing the name of the channel and the channel number with corresponding buttons running down the right side of the screen.

To assign a channel to the Favorites A, B, C or D list:

- Press the ▲▼ keys to scroll through the list of channels.
- Press the ◀ ▶ keys to highlight the box to which you will assign the

channel.

- Press the ENTER key. A check mark will appear in the box you select. Press the ENTER key again if you wish to remove the check mark.
- Press GO BACK to return to the Favorite Channels menu.
- Repeat this process to create each Favorites list.
- Press EXIT to return to view programming.

Setting Parental Controls & Passwords

The Parental Control menu enables you to set passwords, lock out certain channels, and lock out certain programs based on their rating or specific content. This applies to programs which have a U.S. content rating.

How to Display the Parental Control Menu

- Display the Options menu.
- Select option 3 (Set Parental Control). If a password has already been programmed, you will be asked to enter your password before you can have access to the Parental Control menu.

Parental Control Menu Options

1. Set Password. The Set Password option allows you to set a parental control password that prevents others from viewing certain channels and programs. It also prevents them from purchasing IPPV programs.

- From the Parental Control menu, select option 1 (Set Password). The New Password screen appears.
- Use the number keys to enter a password of up to 8 numbers. An asterisk (*) will appear each time you add a number. Press the ◀ key to move to the left and change a number. When you are finished, press the ENTER key. The Confirm Password screen appears.
- Re-enter your password numbers and press the ENTER key. The Password Changed screen appears, letting you know that your password is now effective.

Press the GO BACK key to return to the Parental Control menu.

To Set a New Password. If you wish to change your password in the future, you must first enter your current password to gain access to the Parental Control menu. From the Parental Control menu, select option 1 (Set Password). The New Password screen appears. Key in a new password, and press the ENTER key. When the Confirm Password screen appears, re-enter the new password. A Password Changed screen will confirm that your password has been changed.

To Clear Your Password. If you wish to clear your password so that no passwords are required to purchase Pay-Per-View programs or view locked-out channels or programs, you must first enter your current password to gain access to the Parental Control menu. From the Parental Control menu, select option 1 (Set Password). The New Password screen appears. Press the ENTER key without keying in any numbers. When the Confirm Password screen appears, press the ENTER key again without keying in any numbers. A Password Changed screen will confirm that your password has been cleared.

2. Set Channel Locks. The Set Channel Locks option allows you to lock out specific channels from viewing. Once a channel is locked out, you must use the parental control password to view programs on the locked out channel.

- Select option 2 (Set Channel Locks). The Channel Locks menu appears. The Channel Locks menu displays a list of channel names, numbers, and buttons. Press the ▲▼ keys to scroll up and down the list of names.
- Select a highlighted channel (press the ENTER key) to lock it out. A lock appears on the button. To remove a lock, select a channel that is already locked (press the ENTER key when it is highlighted).
- Press the GO BACK key to exit this menu. Changes are saved automatically each time you set a lock.

- When you are channel surfing, the receiver will skip locked out channels. If you try to directly enter the channel number of the locked-out channel while channel surfing, the following message will appear: "This channel has been locked".

3. Set General Rating Locks. The Set General Rating Locks option allows you to lock out programs based on their general rating —PG, R, NC-17, X, etc. Once you set a general rating limit, you must use the parental control password to view programs with that rating or a higher rating.

- Select option 3 (Set General Rating Locks). The General Rating Locks menu appears.
- If you highlight one of the rating boxes on the left side of the menu, a description of that rating will appear.
- Select a rating to lock out programs matching that rating. All higher ratings will also be automatically locked out. A closed lock symbol will appear. If you select a locked rating, it will be unlocked.
- You may also select No Locks to permit access.

4. Set Content Rating Locks. The Set Content Rating Locks option allows you to lock out digital programs based on their specific content—violence, sexual material, or offensive language—regardless of their general rating. Once you set a content rating lock, you must use the parental control password to view programs that possess the locked-out content. This applies to programs which have a content rating.

- Select option 4 (Set Content Rating Locks). The Content Rating Locks menu appears.
- Listed under each category (Violence, Sexual Material, or Language) are four boxes. For example, under the Violence category are: No Locks, GV (graphic

violence), V (violence), and (MV) mild violence. If you highlight one of the boxes, a full description of the category will appear.

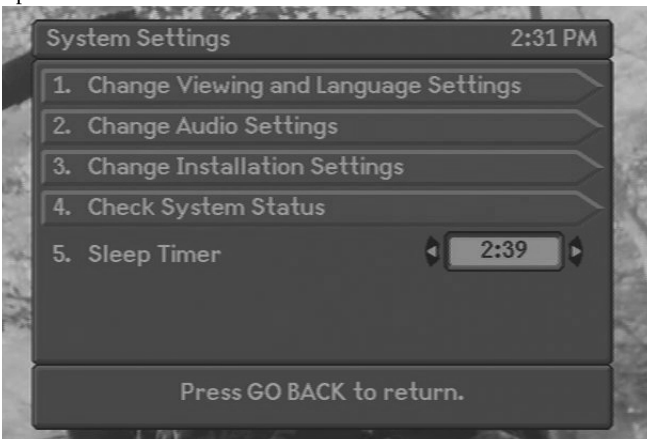
- Select a rating to lock out programs with that rating. All higher ratings will be automatically locked out, and a Closed Lock icon will appear. If you select a locked rating, it will be unlocked.
- You may also select No Locks for each category.

5. Locks. The Locks option allows you to turn off all of the channel and program locks so that you can view all of the locked out channels and programs. If you set any new locks after Locks is set to Off, the Locks option automatically re-sets itself to On. Each time you press the POWER key to turn on the receiver, the Locks option resets itself to On.

Setting Timers

With timers, you can schedule your viewing up to one year in advance—whether you want to schedule one-time-only events or daily programs. Once you have set the timer, the receiver will automatically tune to the channel when the program begins. You can change, erase, and review the timers whenever you wish. Make sure to set your VCR if you wish to make a tape since the receiver will not automatically program your VCR to tape an event.

Sleep Timer. Sometimes when you are watching a program in CBL mode, you will want to automatically turn off the picture and sound because you plan to fall asleep after a certain amount of time.



To set the sleep timer:

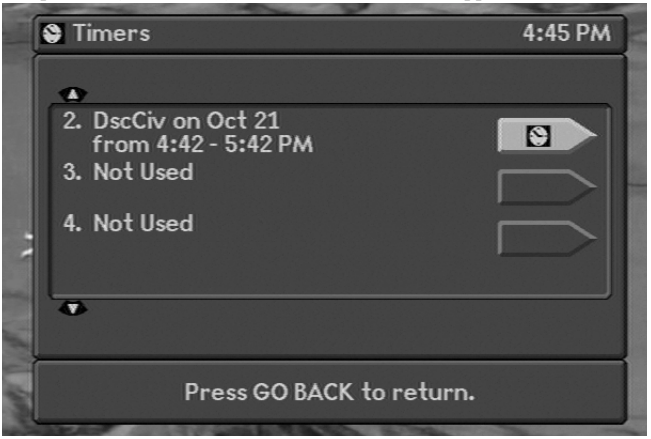
- Display the Options menu (press the OPTIONS key on the remote control).

- Select option 6 (Change System Settings), and the System Settings menu appears.
- Select option 5 (Sleep Timer) to highlight it.
- Press the ◀ ▶ keys to set the amount of time you wish to watch and hear a program until the sleep timer shuts off the picture and sound (shown in hours and minutes). The maximum time limit is 3 hours.

NOTE: Any time that a sleep timer is set, the LOCKS option re-sets itself to On. See "Setting Parental Controls & Passwords."

How to Display the Timers Menu

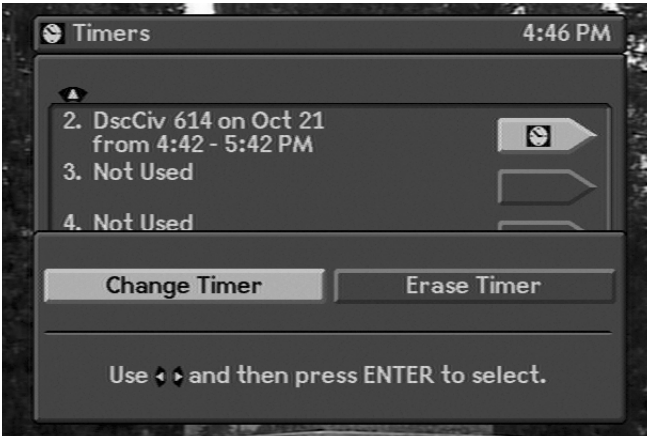
- Display the Options menu.
- Select option 4 (Set Timers), and the Timers menu appears.



How to Use the Timers Menu

The Timers menu has up to 25 timer listings. Each listing that has already been set includes the program name, the day and time it begins, and icons for parental controls and IPPV programs.

- Press the ▲▼ keys to scroll up and down the listings.
- If you select a Not Used listing, a Set Timer menu will appear.
- If you select a listing that has already been set, the Change Timer/Erase Timers prompt screen will appear.



Change Timer/Erase Timer Prompt Screen

The Change Timer/Erase Timer prompt screen has two options:

- If you select the Change Timer option, the Set timer menu will appear so that you can change the timer settings.
- If you select Erase Timer, The Timers menu will reappear, and the listing will be changed to Not Used.

A clock icon appears on the right side of the arrow-shaped box if the timer is set but the program has not yet begun.

Maximum Number of Timers

The maximum number of timers is twenty-five (25). If all of the timers have been used you will have to erase an existing timer before a new timer can be set.

Before a Timer Executes

Two minutes before a timer executes, the Front Panel Timer light will blink, and a countdown screen will appear. You may either: (1) press the GO BACK key to remove the countdown screen, (2) press the ENTER key to return to the Timers menu so that you can erase the timer, or (3) wait until the timer executes.

How to Use the Set Timer Menu

If you selected a Not Used listing in the Timers menu, the Set Timer menu appears. The Set Timer menu allows you to select the frequency for the timer, the date, the beginning and ending times for the program, and the channel.

Press the ◀ ▲▼ ▶ keys to highlight the various options.

To set each option, press either the ◀ ▶ keys or the number keys as indicated.

When you are finished setting all of the timer options, select the Confirm Timer arrow to display the Confirm Timer menu.

How to Set Each Timer Option

- Press the ◀ ▲▼ ▶ keys and ENTER to display the day of the the program's frequency (for example, a weekly or daily program).
- If Daily, Weekly or Other is selected, different screens will appear.
- Press the ◀ ▶ keys to display the date.
- Press the number keys to set the time. A timer must be at least 5 minutes long to activate.

- Press the ◀ ▶ keys, or the number keys to indicate the channel number.

Setting a Timer for Next Year

If you set the timer for a month and day that have already passed in the current year, the receiver will consider the setting to be for the next year on that date. For example, if it is December and you set a timer for February, your timer will execute in February of the coming new year.

If You Press the GO BACK Key

If you press the Go BACK key from the Set Timer menu, a message screen will appear. It will instruct you to do either one of the following:

- Cancel your changes by pressing the ENTER key.

- Press the GO BACK key again to return to the Set Timer menu.

How to Use the Confirm Timer Menu

The top portion of the Confirm Timer menu displays timer information followed by up to four options (the IPPV option does not appear if the program is not a subscription program). Some programs may be scheduled too far in advance to immediately determine this information.

1. Select option 1 (Confirm Timer and Leave) to complete your settings from the Set Timer menu and to return to the Timers menu to complete additional settings. Select this option only after you make sure the other options on this screen are correct.

2. Select option 2 (Change Timer) to return to the Set Timer menu and change the Timer option settings.

3. Option 3 (Approve Purchase) allows you to pre-purchase a program before viewing time. This option only appears if your receiver is IPPV enabled. The program's price is not always displayed.

- Select the Yes option to pre-purchase the program.
- If you select the No option, the program will not be pre-purchased. The timer will be set for the program, but you will have to purchase the program at viewing time.
- If the program cannot be taped, a no tape icon will appear.

If you have purchased a program or have used parental control features to lock out channels or program content, a Password screen will appear. You will have to enter your password to finish setting the timer. Refer to the section entitled "Setting Parental Controls and Passwords".

Setting a Timer Using the Guide

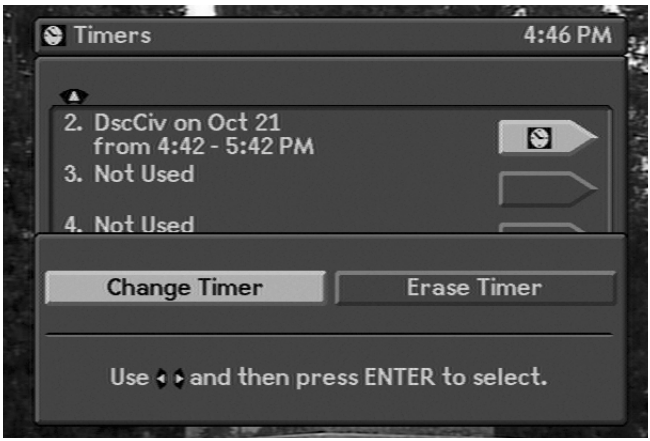
To set a timer while you are using the Guide:

- Highlight a future program.
- Press the INFO key or the ENTER key.
- The Confirm Timer menu will appear (follow the instructions for the Confirm Timer menu).

How to Cancel a Timer

To cancel a timer while it is executing:

- Press the POWER key. For repeating timers (such as those used for daily or weekly programs), pressing the POWER key only cancels the currently executing event. The timer for the next repeating event (the timer for the next day or week) will be re-enabled at the start of the next day.
- Erase the timer on the Timers menu. This will cancel single-event and repeating event timers. Refer to the section entitled "Change Timer/Erase Timer Menu".



If New Settings Conflict with Previous Settings

If your new timer settings conflict with a previously set timer (for example, if both are set for the same time), a message screen will appear. It will describe the conflict and ask you to do either one of the following:

- Press ENTER to replace the conflicting (previously set) timer with the new one.

- Press GO BACK so that you can retain the previously set timer and change the settings of the current timer so that they no longer are in conflict.

List Purchases

This is a view only screen that allows you to review a list of previously purchased IPPV programs and to verify your account status. Refer to the section entitled "Pay-Per-View Events" for more information regarding this option.

Change System Settings

The System Settings menu provides access to menus that allow you to adjust the operation of your system.

Viewing and Language Settings

The Change Viewing and Language Settings option allows you to turn off the headers and banners, choose the language for subtitles and audio, and choose the size of the viewing area. To use these options, you will be using the onscreen menus. Typically, these settings are selected at the time of initial installation by your installer.

- Press the OPTIONS key on the remote. The Options menu appears.
- Select option 6 (Change System Settings), and the System Settings menu appears.

- Select option 1 (Change Viewing & Language Settings). The Viewing & Language Settings menu will be displayed.

Channel Information. The Channel Information option allows you to turn the header (top of screen) and banner (bottom of screen) on or off. Select the option of your choice, On or Off. The default setting is On.

Subtitles. The Subtitles option allows you to select the language for subtitles (if available for the particular program) or keep them turned off. Select the option of your choice—None, English, Spanish, or French. The default setting is None.

Language. The Language option allows you to select the language of the audio for your programs. Select the option of your choice—English, Spanish, or French. The default setting is English.

TV Viewing. The TV Viewing option allows you to select the size of the viewing area. Select the Normal option if your TV screen is a typical screen with 4:3 ratio of width to height. Select Wide if your TV screen is a wide screen with a 16:9 ratio. The default setting is Normal.

Audio Settings

To adjust the audio settings so that they are correct for the type of equipment connected to your receiver, you will be using the onscreen menus. Typically, these settings are selected at the time of initial installation by your installer.

- Press the OPTIONS key on the remote. The Options menu appears.
- From the Options menu, select option 6 (Change Systems Settings), and the System Settings menu appears.

- From the System Settings menu, select option 2 (Change Audio Settings), and an Audio Settings menu will appear.

Audio Settings Menu for Digital Broadcasts. On the Audio Settings menu, three options appear:

- Select option 1 (Audio Connections), and you will be able to select either TV or Hi Fi (the default is TV), Select TV if the receiver's AUDIO OUT port is connected to your TV. Select Hi Fi if it is connected to your stereo system.
- Select option 2 and then select Mono, Stereo, Surround or Dolby Digital (the default is Surround). The Dolby Digital selection will disable other audio ports.
- Select option 3 and select Mono, Stereo or SAP (Secondary Audio Program) for your analog cable TV programming (channel numbers normally under 100). The default is Stereo.

Installation Settings

See Chapter 4, "Installation", for information in greater detail.

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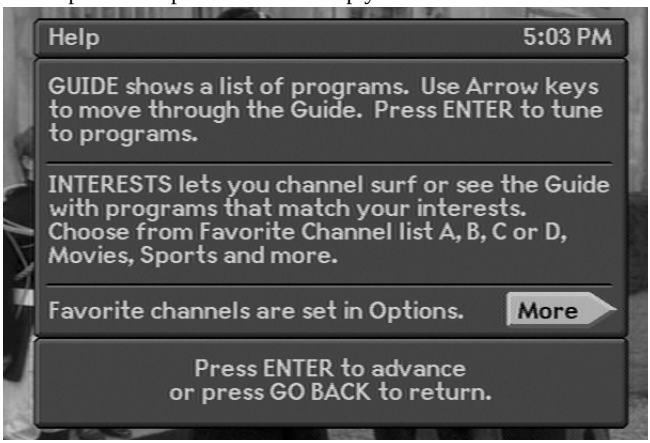
Help

Using Help

If you occasionally forget what an icon (symbol) means or how to use one of the receiver features, just press the HELP key to display the Help messages. Press the ENTER key to display each successive Help screen.

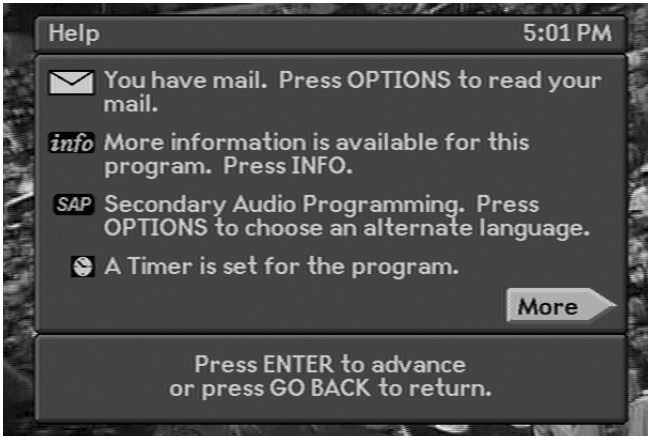
Explanations

Some screens provide explanations that help you to use receiver features.


Help
5:03 PM
GUIDE shows a list of programs. Use Arrow keys to move through the Guide. Press ENTER to tune to programs.
INTERESTS lets you channel surf or see the Guide with programs that match your interests. Choose from Favorite Channel list A, B, C or D, Movies, Sports and more.
Favorite channels are set in Options.
More
Press ENTER to advance
or press GO BACK to return.

Icons

If you forget what certain keys or icons mean, just look them up by displaying the screen below.


Help
5:01 PM
You have mail. Press OPTIONS to read your mail.
info
More information is available for this program. Press INFO.
SAP
Secondary Audio Programming. Press OPTIONS to choose an alternate language.
A Timer is set for the program.
More
Press ENTER to advance
or press GO BACK to return.

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Specifications

Input

Cable Input

Connector	"F" type receptacle
Input Frequency	54-860 MHz
Input Impedance	75 ohm
Input Level	= 0 to +15dBmv
Demodulator	QAM

Antenna Input

Connector	"F" type, receptacle
Input Impedance	75 ohm

Video

Composite Video

Output level	1.0 Vp-p ±10% into 75 ohm
Connector	Yellow phono, marked Video out
De-emphasis	525 line CCIR Rec. 405-1

DigiCipher II (Digital) System

Frequency response	±1.0 dB, 1kHz to 4.2 MHz
Differential gain	5.0% p-p maximum
Differential phase	5.0 deg. p-p maximum
S/N	57 dB minimum (unified weighting 100 kHz HPF, 5MHz LPF)

Analog Cable Video

Frequency response	+1.58 to -1.94 dB, 0.5 to 3.0 MHz +1.58 to -2.98 dB, @ 3.58 MHz
Differential gain	8.0% p-p maximum
Differential phase	8.0 deg. p-p maximum
S/N	49 dB minimum @ 6 dBmv (unified weighting 100 kHz to 4.2 MHz)

Remodulator Output

Connector	"F" type receptacle, "Out to TV" NTSC & IEC
Impedance	75 ohm
Channel	Ch. 3 or 4 (NTSC, North America)
Audio	Mono

DigiCipher II (Digital) System

Frequency response	±1.0 dB, maximum 20 Hz to 20 kHz

Analog Cable

Frequency response	±3.0 dB, 50 Hz to 10 kHz

Remote Control

Transmitter	Infrared (IR), UHF optional
Batteries	2 x AA type or 3 x AAA type
Range	Up to a maximum of 35 ft. (IR) Up to a maximum of 200 ft (UHF)
Angle	±22 deg. (IR)

Physical/Environmental

Temperature	0 deg. to 40 deg. C ambient
Humidity	95% relative
Dimensions	17" W x 4" H x 13 1/2" D
Weight	18 lbs
Power input	115V ±10% AC; 60 Hz nominal; 25W maximum
UL	Listed
CSA	Certified

Warranty & Service

Limited Warranty and Obtaining Services

To Original Consumer Purchaser at Retail

General Instrument Corporation doing business as the Broadband Communications Sector of Motorola, Inc. (Motorola BCS) warrants only to the original consumer purchaser at retail each Motorola BCS digital receiver and component, which it sells under this Limited Warranty, to be free from defects in materials and workmanship under conditions of normal home use. This limited warranty is for one (1) year on all electrical and mechanical components. This limited warranty runs from the date of original purchase for consumer use.

Responsibilities for You and Motorola BCS

You must retain your sales receipt or provide other proof-of-purchase date. Promptly completing and mailing in the warranty registration card is one way of providing proof-of-purchase date. If you have no such proof, then the warranty will run from the date of shipment by Motorola BCS. You should also keep this warranty for your records.

If you desire warranty service, you must notify Motorola BCS within the applicable warranty period. See “How to Obtain Warranty Service” below.

Within a reasonable period after proper notification, Motorola BCS or an authorized Motorola BCS Service Center shall, at its option, repair or replace the defective part(s) or the affected component. Replacement may be with factory refurbished parts or components. You are responsible for any packing, shipping, and insurance charges associated with sending the component to any authorized service center for repair or replacement.

This warranty does not cover charges for any assembly, installation, setup or removal, or adjustment of controls.

This warranty shall be void if any product marking or label has been altered, defaced, or removed, or if any product component has been altered, modified, used improperly, or had its housing opened.

MOTOROLA BCS IS NOT RESPONSIBLE FOR DAMAGES CAUSED BY LIGHTNING, IMPROPER ASSEMBLY, INSTALLATION, SETUP, OR REMOVAL, DAMAGES OR INOPERABILITY CAUSED BY ASSEMBLY OR USE WITH INCOMPATIBLE PRODUCTS, RECEPTION PROBLEMS CAUSED BY INADEQUATE ANTENNA SYSTEMS OR DAMAGES CAUSED BY MISUSE, ALTERATION, IMPROPER MAINTENANCE, SHIPMENT, ACCIDENT, OR ABUSE. AS TO ANY OUTDOOR COMPONENT, THIS WARRANTY DOES NOT COVER THE PAINTING OR PLATING.

Limitations

MOTOROLA BCS MAKES NO OTHER EXPRESS WARRANTIES ON HOME DIGITAL RECEIVER SYSTEMS AND COMPONENTS. TO THE EXTENT ALLOWED BY LAW, ANY WARRANTY BY MOTOROLA BCS ON A SYSTEM OR COMPONENT (INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS) IS LIMITED TO THE WARRANTY PERIOD APPLICABLE TO THE AFFECTED COMPONENT UNDER THIS EXPRESS LIMITED WARRANTY. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

IN NO EVENT SHALL MOTOROLA BCS BE LIABLE FOR INDIRECT, EXEMPLARY, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS AND LOSS OF USE OR PAID TV TIME) BASED UPON BREACH OF WARRANTY OR CONTRACT, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL THEORY. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

NO AGENT, DEALER, DISTRIBUTOR, SERVICE CENTER, COMPANY, OR OTHER PERSON IS AUTHORIZED TO CHANGE, MODIFY, OR EXTEND THE TERMS OF THIS LIMITED WARRANTY IN ANY MANNER WHATSOEVER. This warranty gives you specific legal rights, and you may have other rights, which vary, from state to state.

Calling for Service

Before you call for service:

- Unplug your receiver from the AC outlet, wait one minute, plug the receiver back in, and try to use it again.
- Do not open the cover (enclosure) or attempt to repair the receiver. This will void the warranty.
- Call our Technical Response Center: 1-888-944-HELP between 8am-5pm, Mon - Fri, Pacific Standard Time (PST) and choose the Satellite Products option.

How to Obtain Warranty Service

To obtain warranty service, you must call or write Motorola BCS Technical Response Center within the applicable warranty period at Motorola BCS Technical Response Center, 6450 Sequence Drive, San Diego, CA 92121, (858) 535-1717.

When you call or write, explain the problem. Ask whether the component should be returned for service or retained by you for servicing in place. Ask for a Return Service Authorization (RSA) number and for the address to send the component if the component is to be returned. (If you write, be sure to include a copy of your sales receipt or other proof of purchase date, a copy of your warranty, your phone number, and return address.

If the Motorola BCS Technical Response Center requests you to return the component, pack it safely and securely, preferably in the original shipping carton. Put the RSA number on the outside of the shipping carton. Enclose a letter explaining the problem. Be sure to include a copy of your sales receipt or other proof of purchase date, a copy of your warranty, and your phone number and return address. Ship it insured to the authorized service center specified by Motorola BCS. All packing, shipping and insurance charges to return the component to Motorola BCS must be prepaid by you. A qualified technician may be required to remove or install a component, and any charges for such work are your responsibility.

NOTE: If the warranty on your component is expired, voided or inapplicable, Motorola BCS will not repair the component until you agree to pay for quoted charges. If you do not agree within 30 days, the component will be returned un-repaired. You are responsible for transportation charges both ways on components which are not under warranty. Out of warranty product shall be subject to additional service and repair charges if it is determined that any product label, marking or serial number has been altered, defaced or removed, and/or if a product or component has been altered, modified, used improperly or had its housing opened.

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